

## DIAL-A-RIDE SERVICE

CAT Dial-A-Ride (DAR) is an origin-to-destination public bus service. It is available to all residents and visitors within the City of Camarillo. Trips may be scheduled for any purpose except school trips. DAR buses are not provided to replace school buses.

## FOR RESERVATIONS AND INFORMATION CALL

**(805) 988-4CAT**

**(805) 988-4228**

Reservations are accepted :

Monday—Friday

7:00 am—5:00 pm

Saturday & Sunday

8:00 am—4:00 pm

(Callers may leave a message after hours)

Reservations should be made at least 24 hours in advance. You will be picked up within a 20 minute window of time, beginning 10 minutes before and ending 10 minutes after your scheduled pick up time. Be ready for the bus during the 20 minute period because the driver will only wait 5 minutes.

Reservations can be made the same day a ride is requested; however, desired ride times cannot be guaranteed and times will be based on the availability of buses.

## RESERVATION INFORMATION

Be prepared to provide the following information:

1. Your name and phone number
2. Your pick-up location. If you live or work in a large complex provide the dispatcher with a specific location within the complex. Any description that helps the drivers find your pick-up point. If they cannot find you they will wait 5 minutes then mark you as a No Show and leave.
3. Your destination and time you need to arrive. If it is a doctors appointment or other specific appointment, let the dispatchers know.
4. Your requested return time. Allow ample time for doctor appointments. If your doctor is running behind, drivers cannot wait more than 5 minutes before leaving and it will be a 2-hour wait for a return bus.
5. Tell dispatchers if you use a walker, wheelchair or other mobility device.

## CANCELLATIONS

If you have a scheduled ride and need to cancel, please call at least 2 hours in advance. Passengers who fail to cancel reserved rides more than 2 times in a month may have their reservation privileges restricted the following month.

## CASH FARES

ADULTS/STUDENTS.....\$3.00

SENIOR/DISABLED.....\$2.00

(65 and Older/ADA Card/Medicare Card)

CHILD UNDER 6.....FREE

(With paid adult)

## EXACT FARE IS REQUIRED DRIVERS

### DO NOT CARRY CHANGE

## HOURS OF SERVICE

MONDAY thru FRIDAY

6:00 am - 9:00 pm

SATURDAY

8:00 am - 9:00 pm

SUNDAY

8:00 am - 6:00 pm

**FOR RESERVATIONS CALL**

**(805) 988-4228**

## HOLIDAYS, NO SERVICE

NEW YEARS DAY

MEMORIAL DAY

INDEPENDENCE DAY

LABOR DAY

THANKSGIVING DAY

CHRISTMAS DAY

## TARIFAS EN EFECTIVO

ADULTOS/ESTUDIANTES.....\$3.00

MAYORS DE EDAD/INCAPACITADOS \$2.00

(Personas de 65 años de edad o mas/Tarjeta de Medicare / Tarjeta de ADA)

NIÑOS MENORES DE 6 AÑOS.....GRATIS

(Viajando con un pasajero adulto pagado)

## SE REQUIERE TARIFA EXACTA CONDUCTORES NO LLEVAN CAMBIO

## HORARIO DE SERVICIO

LUNES a VIERNES

6:00 am - 9:00 pm

SABADO

8:00 am - 9:00 pm

DOMINGO

8:00 am - 6:00 pm

**PARA RESERVACIONES LLAME AL**

**(805) 988-4228**

## DÍAS DE FIESTA, NO HAY SERVICIO

Año Nuevo

Día de Conmemoracion a Soldados

Día de Independencia

Día del Trabajador

Día de Acción de Gracias

Día de Navidad

## AMERICANS WITH DISABILITIES ACT (ADA)

### SPECIAL ASSISTANCE:

- Bus drivers can not physically assist passengers.
- If a rider needs personal assistance an escort will be required, and the rider must be ADA certified.
- Escorts must be at least 16 years old and in good physical condition.
- Escorts ride free.
- Camarillo Area Transit does not provide Escorts.

### DIAL-A-RIDE (DAR) TO OTHER CITIES:

- ADA cardholders and seniors (65+) can travel to East Ventura County cities for \$6.00 each way.
- ADA cardholders and seniors (65+) can travel to West Ventura County cities by transfer to the Gold Coast Transit DAR system at St John's Regional Medical Center, 1600 North Rose Avenue, Oxnard.

## RIDER RESPONSIBILITIES

1. Be ready to go prior to your pick-up time. Be aware that the bus may arrive up to 10 minutes before or after your scheduled pick up time. If the bus arrives and you are not ready, the driver will wait only 5 minutes before leaving and you will be marked as a No Show.
2. Eating, drinking, and smoking are not permitted on the bus.
3. Radios or other noise generating equipment may not be played on the bus.
4. Carry-on items are limited to 3 bags per passenger and must be kept out of the walking aisle.
5. Pets other than service animals must be confined in a travel carrier and must not cause a distraction to the driver.
6. Drivers are NOT to be tipped

## STANDING RESERVATION

A standing reservation can be issued to riders who travel to the same location, at the same time, on the same day every week. Be sure to call and cancel on days you don't need the service or you will be recorded as a No Show .

## COMMENTS OR CONCERNS

If you have any comments or concerns regarding our service, or an incident which occurred during your ride, you may contact us by telephone or in writing. Each comment or concern will be investigated and you will be advised of the outcome.

Camarillo Area Transit  
601 Carmen Drive  
Camarillo, CA 93010  
(805) 388-5340



# Dial-A-Ride User Guide



JULY 2021

(805) 988-4CAT  
(805) 988-4228